
Job Title	Applied Learning Facilitator
PVN ID	PS-2508-006961
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	Innovative Learning Solutions (ILS)
Status	Full Time
Annual Salary	\$75,000.00 - \$85,000.00
Hour(s) a Week	35
Closing Date	Oct 11, 2025 (Or Until Filled)

General Description

As a leading online school in New York since 2006, the CUNY School of Professional Studies (CUNY SPS) offers the most online bachelor's and master's degree options at the City University of New York, and serves as the University's first undergraduate all-transfer college. With 26 degrees and numerous other non-degree and grant-funded workplace learning programs, CUNY SPS meets the needs of adults who wish to finish a bachelor's degree, progress from an associate's degree, earn a master's degree or certificate in a specialized field, and advance in the workplace or change careers. Consistently ranked highly by U.S. News & World Report for its online offerings, CUNY SPS has emerged as a nationwide leader in online education. The School's renowned and affordable online programs ensure that busy working adults may fulfill their educational goals on their own time and schedule. As CUNY SPS moves beyond its' 20th year, we dedicate ourselves to engendering an innovative and transformative student-centered experience.

Within and created at the same time as CUNY SPS, the Office of Innovative Learning Solutions (ILS) designs custom workplace learning programs to help organizations achieve their goals. We are experts in research-based learning practices, online as well as in-classroom curriculum development and implementation. We are uniquely positioned to respond to organizational learning needs and support change management initiatives swiftly and effectively.

CUNY SPS has partnered with Administration for Children's Services (ACS) to develop professional learning opportunities for child welfare and juvenile justice professionals. The collaboration between the two organizations has formed the ACS Workforce Institute (ACSWI).

Description:

The ACS Workforce Institute seeks a full-time Applied Learning Facilitator (ALF) to deliver learning programs within the context of child welfare and juvenile justice. The ALF will work as part of the Training and Applied Practice team to primarily support the expansion and implementation of the Collaborative Assessment, Response Engagement & Support Family (CARES) practice model throughout New York City with our ACS Department of Child Protection (DCP) stakeholders. Also, the ALF will facilitate initial CARES CPS training and provide ongoing coaching and training to support the transfer of learning between classroom training and on-

the-job practice.

Other Duties

Learning Delivery

- Facilitate standardized learning programs across multiple training locations and virtually as assigned and approved
- Deliver special topics and programs specific to child welfare, juvenile justice and/or foster care practices in the region
- Apply adult learning concepts and foster an effective learning environment for participants
- Contextualize learning to model and implement best practices for child welfare professionals using prepared training materials
- Complete training preparation, collaboration with other facilitators, and ongoing professional development
- Ensure participants meet training objectives and complete activities in accordance with provided curriculum

Operational & Administrative

- Perform day-to-day operational responsibilities, including the set-up and closeout of learning spaces, including virtual training platforms
- Complete required reports (such as attendance rosters or coaching reports) and communications with internal administrative and support teams
- Participate in regularly scheduled meetings, including workstream-wide and organizational-wide
- Represent the CUNY SPS & the Workforce Institute with internal and external stakeholders in meetings, events and conferences
- Show up as a leader among peers and teams

Learning Development

- Participate as a reviewer and knowledge expert on project teams for new learning programs, including eLearning and instructor-led trainings
- Work as part of project team for revising content for existing learning programs

Other/Project-Based

- Provide on-site or virtual borough/zone coaching support using a framework of adult learning concepts and various coaching methodologies to effectively engage and support transfer of learning for stakeholders; this includes in-person/virtual shadowing of staff in the community
- Support continuous quality improvement processes with stakeholder, which includes building and maintaining partnerships with borough-based leadership, and supporting ACS's Collaborative Quality Improvement (CoQI) process by participating in case reviews and other performance measurement activities, assisting stakeholders with interpreting their performance data and developing improvement plans, providing coaching that aligns with improvement plan priorities, and participating in end-cycle improvement plan assessments
- Other duties as assigned

Qualifications

- Bachelor's degree in social work, adult learning or related Master's degree preferred
- At least four years of experience facilitating or teaching in postsecondary or professional learning environments in special topics of child welfare, juvenile justice and/or foster care
- At least five years of child welfare or human services experience, including at least 3 years of direct care/service child welfare experience; Child Protection experience is preferred
- Supervisory experience is a plus
- Strong presentation skills in multiple modes to diverse Experience training other learning professionals is preferred
- Demonstrated ability to facilitate learning using industry best practice for training strategies, classroom management and engaging participants
- Strong attention to detail and ability to meet strict deadlines is a must
- Ability to work in a fast-paced and changing environment with multiple priorities that need to be effectively managed, while maintaining composure and flexibility in a structured environment
- Strong problem-solving abilities to independently resolve routine and complex issues
- Ability to work effectively as part of a team
- Strong computer skills, including Microsoft Office and video conferencing tools
- Experience in coaching required

The Research Foundation of the City of New York & Diversity

Diversity is a core value at the Office of Innovative Learning Solutions (ILS) at the CUNY School of Professional Studies (CUNY SPS). We are passionate about building and sustaining an inclusive and equitable working and learning environment for all students, staff, and faculty and believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions.